

CONNections

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Corre-CT-a-mundo! DAS makes it right

For the past 100 days DAS' Corre-CT team has been looking for ways to streamline processes and make jobs easier and less redundant for employees. Below is a list of their top 10 accomplishments.

■ Who would have thought that personnel recruiting would go electronic? DAS did. They are exploring powerful ways to leverage the Internet to put the best face on state employment, get recruitment information to the right people at the right time, and make the bridge between the right people and the right jobs as friction-free as possible.

■ DAS is now setting the stage for agencies to handle their own promotional exams, along with developing the tools and guidance to do it well.

■ Imagine consolidating state job classifications? DAS did, and have projects underway that will address recruitment, promotion, and retention issues for important job series.

■ Employee teams have analyzed and researched all personnel business rules and statutes so that as many rules and procedures can be streamlined, eliminated, and consolidated as possible.



Some of DAS' Corre-CT team members

■ Preparing the development of a competency-based performance evaluation system for managers is just one part of a planned leadership development program that matches professional strengths and skills to core business projects. Not just for DAS...it's going statewide.

■ Nursing shortage? Not if DAS can help it. They've created a results-orientated and cross-agency action team to develop goals and strategies to answer current problems and prepare for the future.

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Hitting the road with Connecticut's IPMA

...see story inside

Official Memoranda Information

■
#01-006

date issued 05/01/01
Statewide (P-5) Seniority List by
Classification

■
#01-005

date issued 05/07/01
Working test period (in a lower class)
after promotion to a higher class

■
#01-004

date issued 03/01/01
General Letter No. 30-**REVISED**
Personal leave time following
change in employment type

■
#01-003

date issued 03/01/01
Observance of Holidays — 2002

■
#01-002

date issued 01/22/01
Updating the Vacancy Register

■
#01-001

date issued 01/08/01
CR pay plans, lump sum payments
and Item No. 420-E

■
#00-028

date issued 12/19/00
Item No. 362-E

■
#00-027

date issued 12/19/00
NP-3 (clerical) salary schedules

*For more information on these
memoranda,
visit the DAS Website at:
www.das.state.ct.us*

Assessing The Danger & Human Resources

By Cathy Bysiewicz-Cluen

Would you know how to confidently respond to a possible workplace violence incident in your agency?

For almost two years, DAS has been sponsoring various workshops on workplace violence prevention for supervisors and managers in all agencies, particularly focusing on human resource managers. This training has been a priority service for customers for DAS Commissioner Barbara Waters and the HR Learning Center. During this fiscal year the HR Learning Center provided training on basic skills for supervisors and managers, assessing threats, conducting investigations, conflict management, and legal issues. The workshops are a joint partnership between DAS and Frank E. Rudewicz, regional managing director and Counsel for Decision Strategies Fairfax International (DSFX), a worldwide consulting firm specializing in workplace violence prevention for employers. Rudewicz has been the lead instructor for the workplace violence prevention classes and has a distinguished background as a police officer and attorney evaluating incidents. He is frequently a resource for state agencies faced with these challenges.

On May 24 *Assessing the Danger*, a grand finale of workshops, took place at the Keeney Center in Wethersfield. Approximately 130 managers from various agencies attended a half-day morning panel discussion moderated by Rudewicz featuring a threat assessment team who has expertise in human resources, law enforcement, and psychology.

Robert Noonan, an attorney and principal of Robert Noonan and Associates/EmpActs, spoke about the importance and role of human resource policies and procedures supporting actions taken in response to an incident in the workplace. Maximilian J. Thiel, deputy chief of the Waterford Police Department, is a retired agent with the FBI specializing in criminal investigations including profiling of violent individuals and the former Curriculum Specialist for the Connecticut Police Academy. Thiel discussed how a police department can assist an employer with incidents including those related to domestic violence. Andrew W. Meisler, Ph.D., a clinical psychologist



*Frank Rudewicz and panel members
address workplace violence issues.*

with faculty appointments at the University of Connecticut and Yale University and associated with DSFX, talked about the resources of the employee assistance provider, including determining whether an individual is well enough to return to work safely.

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■ DAS also put a fresh face on an old resource with the publication of a new state manager newsletter called *What's News*, giving managers new insight into addressing legal and human resources issues.

■ DAS partnered with CHRO to plan for the full automation of affirmative action reporting.

■ DAS is also introducing the electronic age to state purchasing, eliminating slow and costly systems using today's web technology. Issuing letters on expiring contracts has now been replaced by a few clicks of the mouse.

■ The old state travel authorization, acquisition, and reimbursement system screams "tedious and labor intensive." DAS streamlined it to make travel planning and reimbursement less costly and more uniform.

So 100 days goes by and that's the end right? Wrong! DAS is already gearing up for more changes and what can be accomplished by 2002.

Earning Their Tips

Training managers learn new and inventive ways to get their point across

In May, state managers in charge of training received a little training of their own. A conference — Building Your Toolbox: Tips and Techniques for Trainers — was presented at the Institute of Industrial and Engineering Technology in New Britain. The conference provided vital information for staff development, training, and human resources professionals on the developmental needs of the present and future workforce.

The managers were taught updated techniques on enhancing training through participative exercises and using cooperation and competition to achieve cohesive teams.

One particular course *The Balancing Act — Creating a Higher Quality of Life* received rave reviews from one participant. “This was my favorite workshop, ‘balancing work and life’ was thought provoking and interesting, especially in this day and age when these issues are ever present in our workforce.” Another member said “The talent abounded and I left with new tools and ideas for future training initiatives.”

Other training sessions included - *Common Currency: Cooperation or Competition*, *Jungle Escape: Teams Must Survive*, and *Adventure-Based programming*.

Presenters from the state included: Alice Clive from Office of Policy and Management, Dr. Gloria Marie Caliendo-Reed from Central Connecticut State University, Cheryl Sawina from the Department of Administrative Services, Thomas Dyer and David Czaja from the Department of Children and Families Wilderness School.



Road Trip! CT IPMA Heads to Albany

Road Trip! Connecticut International Personnel Management Association (IPMA) members trekked off to Albany, New York last month for their 73rd Annual Eastern Regional Conference.

IPMAers enjoyed a variety of timely programs including Succession Planning, Executive Leadership, Employee Responsibility, and Diversity in the Workplace. Of course there were other professional distractions like the Lake George dinner cruise aboard the historic *Mobican*. Attendees took a two-hour tour of Lake George and provided a great opportunity for old and new IPMA members to meet.

One participant said, “It was great to hear other states’ concerns and problems and know that they are the same ones that Connecticut is having. It’s nice when you can talk about what Connecticut is doing with those problems and maybe we can help out another state.”

A popular speaker, Jim Snack from The Humor Project in upstate New York, provided attendees with and insightful presentation on *Doing Business...for a Change: Thinking Inside and Outside Your Emotional Intelligence*. This involved an exercise with a volunteer who had to perform a task without any verbal directions from the audience. “He was great,” said Patti Kokonowski. “He showed us how to add humor to our life and workplace with his motto of ‘Grin and Share it.’ I had to do an action. The only guidance was the audience clapping and when I completed the action, the audience would give me a standing ovation. The action was to get a chair and stand on it. It only took me a few tries to get it right.”

Congratulations to DAS’ Cheryl Sawina who, at the IPMA Eastern Region Conference, was elected as a Member at Large for the IPMA Eastern Region.

CONNECTIONS

CONNECTIONS is published on a bimonthly basis by the Department of Administrative Services Communications Office. The goal of the newsletter is to share information and advances being made in the human resources field and communicate these findings to all state human resources professionals.

The editor accepts suggestions and submissions for publication, however, articles may be edited for length and content.

Governor John G. Rowland
Commissioner Barbara A. Waters
Editor John A. McKay

E-mail articles and suggestions to:
john.mckay@po.state.ct.us

Assessing the Danger continued

The highlight of the morning was a live case study featuring Deborah Freund, director of organization and staff development of the Department of Motor Vehicles, and Edward Burke human resources analyst with the DAS Human Resources Business Center. Deborah portrayed “Nancy” a distressed employee exclaiming about the pressures of her job and demands of her supervisor coupled with stress factors from her personal life. Stanley (known in real life as Ed), her co-worker, responded with helpful suggestions. They presented a series of vignettes for the response of the audience and panelists, and their engaging performance led to a hardy discussion of how to effectively respond to and evaluate an employee who has emotionally lost control at work.

Both Deborah and Ed have extensive acting experience and have performed in various community theaters. Their performance was so outstanding that one individual in the audience thought that Deborah’s sobbing reflected a genuine incident and expressed concern to the panelists. Deb thanks the gentleman who “was so concerned about her crying that everyone thought he was a plant and she wants people to know that he wasn’t.” Burke thoroughly enjoyed the challenge of acting in a live scenario, and

being part of a subject matter which deserves such needed attention due to its serious nature.

“The most difficult part for me was to stay in character during the panel discussions surrounding our presentation because I would love to interact or comment on the issues. Plus - on the lighter side - it’s always great to get paid for one’s craft!” he said.

Assessing the Danger provided a learning experience for everyone: some practical tips on how to deal with conflicts in the workplace and the showcasing of talented colleagues.

HR Q & A

Have an HR quandary? Not sure who to ask? Send in your human resources questions and we’ll find the right person to answer it and put it in upcoming issues of *CONNECTIONS*. The human resources profession can be a tricky course to navigate so use a lifeline and submit your questions to:

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